

**KCDHH Quarterly Activities**  
**April 1, 2008 through June 30, 2008**

**KCDHH Activity Updates:**

***House Bill 406***

House Bill 406 (HB 406), the Executive Branch budget bill, was introduced in January, and proposed an 11% cut to the KCDHH budget for FY 08-09 and 09-10. Language was included in the Public Service Commission (PSC) portion of the bill to extend the two-cent surcharge allotment for operation of the Telecommunications Access Program (TAP) through June 2010. The House and Senate presented different versions of the bill to the Governor, with a final version presented to the Governor in April. Through the efforts of the Interim Executive Director (IED) working with Senator Dan Kelly \$100,000 was restored to the KCDHH base. This final version passed the full Conference Committee on April 15, allowing KCDHH to continue vital services to the community during FY 09 and FY 10. All state agencies suffered major budget cuts during this session of the General Assembly and KCDHH was lucky to receive the reinstated funds. Although there has been an overall reduction in the agency's budget, consumer services will not suffer.

***Senate Bill 90***

With the closing of the Interpreter Training Program (ITP) at the University of Louisville (U of L) in 2009, one operating ITP in Kentucky will not resolve the interpreter shortage crisis facing the Commonwealth. Per the US Dept of Labor Statistics, Dec 2007, the demand for interpreters is expected to increase by 24% by the year 2014. Senate Bill 90 (SB 90) was sponsored by Senator Gary Tapp and in the Senate and Representative Susan Westrom in the House and was signed by the Governor on April 10. However, proposed funding for establishing new ITP was not attached to the passage of SB 90 and the Interim Executive Director (IED) advocated during this quarter to educate legislators on the importance of establishing new programs throughout the state to meet the critical need for more interpreters in Kentucky. Several meetings were held during this quarter regarding SB 90, its passage and possible funding mechanisms.

During May the IED and Interpreter Referral Specialist attended the Kentucky Board of Interpreters (KBI) meeting. The IED presented on the current interpreter crisis in Kentucky, as well as meeting the present and future needs of interpreters in community and educational settings. The Board discussed forming a study group to investigate the reason behind temporary licensed interpreters not proceeding with full certification and licensure and the declining volume of interpreters. Updated statistics regarding the number of fully licensed and temporarily licensed interpreters was requested by the IED

and will be provided by the KBI for use in lobbying for additional funds for future ITPs.

Both the Chair of the KBI and the IED have been asked to testify before the House subcommittee meeting in Morehead during early July to explain the critical situation and provide a proposal for meeting the need for qualified interpreters within the Commonwealth.

### ***Budget Reduction***

House Bill 406 (HB 406) passed by the 2008 General Assembly instructs the Executive Branch to further reduce expenditures from the original plan, resulting in an additional 4.5% reduction for all state government agencies in each year of the next biennium. The proposed 11% cut for FY 07-08 off the agency's base allotment was avoided by lobbying legislators and receiving \$100,000 in reinstated funds. The 3.5% cut suffered in December of 2007 from the FY 07-08 budget was also taken off the base allotment.

### ***Telecommunications Access Program (TAP) Petition/Summary***

KCDHH filed a request with the Public Service Commission (PSC) in October 2007 asking that the funding mechanism for the Telecommunications Access Program (TAP) be reviewed and the PSC consider adding wireless consumers to the surcharge. During this quarter additional information was requested by the PSC and other interested parties and provided by KCDHH to justify the petition request. A final decision is anticipated in July and both the attorney and KCDHH staff are hopeful the request will be approved and the surcharge will be applied to wireless providers across the Commonwealth by October. Passage of this request will allow KCDHH to add wireless devices to the TAP distribution list. Language was included in HB 406 to extend the two-cent surcharge for TAP effective July 1, 2008, through June 30, 2010. The surcharge will be modified if the PSC petition is passed as requested and regulations governing the program will be revised to meet the new allotments once finalized.

### ***DeaFestival-Kentucky 2008***

KCDHH staff has been diligently working this quarter to contract with performers, visual artists, vendors, exhibitors, sponsors and volunteers to host DeaFestival-Kentucky 2008 on August 30 at the Kentucky Center and Belvedere in Louisville. Program details are being finalized and schedules have been posted on the DeaFestival Web site for the SpotLights and Children's Programs and listings of Visual Artists in attendance. A variety of Public Relations efforts have been conducted including mail outs of the DeaFestival postcards to all consumers and updating of the mailing list for distribution of the 2008 poster. Sponsorships are being finalized and the poster will be distributed in July listing this year's supporters. (See inserts of program drafts).

An exciting partnership has been developed with Metro Louisville staff and WorldFest, which will bring additional individuals to DeaFestival. However, WorldFest has grown in its need for space, forcing DeaFestival to be creative with the space allowed on the Belvedere. Multiple meetings have been held this quarter to finalize logistics, performers, sponsors, visual artists, exhibitors and volunteers for the August 30 event.

The Department of Mental Health and the Kentucky Commission on the Deaf and Hard of Hearing has developed a partnership for a “DeaFestival Mental Health Consumer Event.” This event will be held on August 29 in the Kentucky Center and will include instruction by two DeaFestival performers/storytellers with expertise in providing mental health workshops. The workshop will give attendees the opportunity to learn how to express themselves and how to share their experiences regarding mental health situations and will be attended by a limited number of consumers on an invitation only basis. The workshop will also develop a core group of consumers interested in learning about the recovery model and allow staff to obtain input regarding the needs of the deaf community across Kentucky. A variety of agencies will be involved in this project and the agency’s responsibilities and in-kind services provided have been outlined.

### ***Public Access Videophones – Technology***

Continuing our exciting prospect at becoming the first state in the United States to have Public Access Videophones (PAV) installed in all three international airports, the IED and Network Analyst I met with Louisville International Airport officials on May 30. This meeting discussed logistics for the PAV installations (including pre-security and post-security locations), wired vs. wireless mediums, technical requirements, maintenance procedures, smart card sale locations and privacy concerns. The airport officials were very responsive and are willing to accommodate our concerns as much as possible. Both parties continue to do research to ensure the project gets implemented correctly and functions efficiently.

This meeting is just one step toward our goal of forging a partnership between all three international airports in Kentucky - the Greater Cincinnati/Northern Kentucky International Airport, Bluegrass Airport and Louisville International Airport. What makes this endeavor so exciting is not only the fact that Kentucky may be the first state to achieve a milestone of this kind, but more importantly, because Kentucky’s airports will be more accessible to deaf and hard of hearing people during their travels. Public Relation efforts to promote this project are being drafted and an Open House will be held when all three airports are online.



## ***Kentucky Department of Education***

The Kentucky Department of Education (KDE) has recognized a lack of English literacy skills among deaf youth when compared to previous generations. Upon request by KDE, three KCDHH staff members attended a meeting involving a diverse group of deaf community members who have a high level of English proficiency. Group members discussed their background, experiences, and their personal convictions as to why they obtained such skills. Since both generations have similar backgrounds and experiences, KDE is hoping to discover a common thread that will remedy the current English literacy deficiency among deaf youth. KCDHH continues to work with KDE to resolve this problem and promote literacy at all levels within the deaf community.

## ***Leadership***

The IED continues to work with a variety of individuals and organizations to establish leadership training opportunities so that KCDHH can capitalize on new leaders' skills in the future. Through the "*Pay It Forward*" concept, the IED has made leadership training a priority for the agency.

## ***Oracle Database***

Work has been completed on all the database tables, application screens, reports, security and database conversion routines. After conducting a detailed system review and training with core members of the KCDHH staff, the implementation was delayed from the original July 1 implementation date in order to further tweak screens to match some new work flow patterns. This includes adding a new process for agency reporting and automation of the transfer of customer information entered on existing web forms to the KCDHH database. This process is expected to improve the accuracy of capturing information into the database and greatly enhance staff efficiency. The new Oracle database will be beneficial to all of KCDHH departments and is an essential tool for the Telecommunications Access Program (TAP). TAP will be able to scan and save all documents, as well as have an excellent tracking mechanism for equipment distribution to allow staff to better serve the population. Equally important, the Oracle database will be able to identify which areas of Kentucky need more outreach from our agency.

## ***Executive Director Search Committee***

The Search Committee met twice during this quarter to discuss responses to the advertisements and solicit applications from interested parties. Committee members reviewed all applications received and selected applicants to be interviewed. The Director of the Human Resources department with the Education Cabinet and the EEO coordinator for the Cabinet have been involved in all phases of the process to ensure an equitable selection is made by the committee.

## ***Emergency Preparedness***

During the FY 08-09 the KCDHH Study Group on Emergency Preparedness met with partner organizations to improve communication capabilities for the deaf and hard of hearing community during an emergency or disaster situation. A final report is included in the Commissioner's packet for the July 25 quarterly meeting. KCDHH will continue the efforts initiated by this Study Group for providing emergency warnings and advance notifications of disasters through its general mandates rather than continuing the Study Group into FY 09.

## **KCDHH GOALS**



**KCDHH Goal I: Improve, strengthen and develop services, including human and communication services.**

### ***Access Center Assignments***

<b>Requests</b>	<b>Filled /pending Assignments</b>	<b>Cancelled Assignments</b>	<b>Interpreting Hours</b>	<b># of contacts required to fill assignments</b>
AC: Request for Interpreting	71	4	574	11
AC: Request for Captioning	7	1	18	4
AC: Request for Videoconference Interpreting	0	0	0	0

*\*The number of requests decreased slightly due to end of the semester, summer months and state agencies cancelling workshops scheduled due to budget cuts experienced by the agency offering the workshops or sending employees to workshops. An outreach plan has been drafted to address this issue and increase AC requests in the near future.*

### ***National Certification Opportunities***

As a Registry of Interpreters for the Deaf (RID) supersite, KCDHH has hosted six performance test dates for 34 individuals this quarter. Twelve individuals tested on May 9-10, nineteen individuals tested on May 23-34, and three individuals tested on June 27. KCDHH hosted the National Interpreter Certification (NIC) written examination on June 7, and four deaf individuals took the written exam in pursuit of becoming Certified Deaf Interpreters (CID). RID has announced in the near future VHS camcorders and VHS cassette tapes will no longer be accepted due to raters not having equipment to access performance interviews in this format. KCDHH is researching the possibility of purchasing a DVD camcorder for this purpose as well as the public relations team during outreach activities.

## ***Kentucky Educational Television***

The IED and Executive Staff Interpreter met with the Kentucky Educational Television (KET) Director in May to discuss interpreter placement for the upcoming senatorial debate involving a deaf candidate. Other issues addressed were lighting, use of wireless microphones, and sightline for the candidate.

### ***Telecommunications Access Program (TAP) Activities:***

<b>Request</b>	<b>Applicants Receiving Equipment</b>	<b>Pieces of Equipment Distributed</b>	<b>Number on Waiting List</b>
TAP: Applying for STE	240	301	69

The Internal Policy Analyst III (IPA) attended the Telecommunications Relay Service Advisory Board meeting conducted at the Public Service Commission on April 10. Hamilton Relay provided an update about outreach efforts, Federal Communications Commission rulings, Center upgrades and training emphasis. Kentucky's petition to expand the Telecommunications Access Program (TAP) funding source to include wireless providers was discussed. Budget language that will allow the current two-cent surcharge to continue effective July 1, 2008, through June 30, 2010, was also confirmed. The IPA advised members that the current budget shortfall caused TAP equipment orders to be suspended for a short time, and wireless pagers are to be added to the TAP distribution list once the funding base revision is approved. The PSC informed members that two new consumers were added to the TRS Advisory board and relay consumer questions were discussed with Hamilton providing information on how to resolve the consumers concerns.

The IED and IPA attended the Kentucky Telephone Association (KTA) annual conference held in Lexington on May 20-23 to network with providers and promote the addition of wireless providers to the surcharge supporting the TAP. Vendors from across the nation were in attendance.

Equipment contracts with vendors of the TAP were renewed in June to allow continued distribution of products currently offered. Contracts must be revised once the PSC petition is finalized if wireless providers are added to current vendors for the program.

The TAP annual report to the Legislative Research Commission was submitted on June 30, 2008, and includes a summary of the number of consumers served during FY 08, the number of pieces of equipment provided and any proposed changes to the program including Legislative changes that may be pursued during FY 09. A copy of the full report has been added to the KCDHH Web site and provided to Commissioners.



**KCDHH Goal II: Serve as a clearinghouse of current information for state and national resources to provide appropriate information and referral services.**

***Outreach Events:***

***University of Louisville ITP***

The IPA completed a presentation to the University of Louisville Interpreter Training Program ethics class on April 7. Handouts were provided to students regarding KCDHH general Information, Advocacy and Referral services, the Resource Library, DeaFestival-Kentucky, Access Center services, National Interpreter Certification testing opportunities and the Telecommunications Access Program (TAP).

***University of Louisville Job Fair***

The Interpreter Referral Specialist attended the University of Louisville Job Fair held on campus on April 25. KCDHH had a booth to provide information about the Access Center responsibilities, KCDHH services and resources, and the Deaf Resource Library as it provides study material for the National Interpreter Certification written and performance tests. An estimated 25 seasoned and up-and-coming interpreters attended the job fair.

***Senior Citizens Service Fair***

The Information Office Supervisor attended the Senior Citizens Services Fair at the Parkway Plaza Mall in Madisonville on May 16. The fair, geared toward services available to senior citizens in western Kentucky, provided an opportunity for KCDHH to extend its name recognition and services to an underserved area of the Commonwealth. Among the items distributed were agency information handouts and brochures, Public Relations items and information request forms.

***Barren River Aging Network Convention***

The Information Program Coordinator (IPC) attended the Barren River Aging Network Convention entitled, "Living an Active Life," at the Cave City Convention Center on May 28. Senior citizens from across Kentucky attended breakout sessions discussing ways to stay active and enjoy life. Staff interacted with many senior citizens that were unfamiliar with the Telecommunications Access Program (TAP) and its distribution and seized the opportunity to educate this group on the services KCDHH can provide. Items disseminated included giveaways, DeaFestival bookmarks, flyers for KCDHH, TAP, and the Deaf Resource Library.

### ***Family Learning Vacation***

The Family Learning Vacation (FLV) is produced by the Statewide Family Support Center at the Kentucky School for the Deaf. Its objective is for families with deaf and hard of hearing children to have a fun and informative weekend, helping the families to become the best possible advocates for their deaf or hard of hearing members. Families are encouraged to develop relationships with other families and become resources for each other. FLV provides adults with workshops on hearing loss issues, meetings with professionals who work with deaf and hard of hearing individuals, and resource and vendor materials. Children have the opportunity to interact with children like themselves, meet adult role models who can communicate with them, and participate in family and recreational activities. The IPC worked the agency booth at the FLV and handed out information on the Telecommunications Access Program (TAP), DeaFestival-Kentucky, Deaf Resource Library, and child identification kits.

### ***Summer Transitions Program***

The IPC attended the Summer Transition Enhancement Program (STEP) at Eastern Kentucky University on June 12. KCDHH facilitated travel for the presenter Sean Forbes, a professional videographer with his own production company (D-PAN). STEP provides students with leadership training workshops and Mr. Forbes, as a role model, provided entertainment for the opening of the event. The IPC gave a presentation on effective self-advocacy, including how to recognize the need for advocacy, how to provide effective leadership training and how to best utilize effective role models.

### ***State Fair***

Once again KCDHH will be partnering with the Heuser Hearing Institute, Hamilton Relay and the Hearing Loss Association of America (HLAA) for a booth at the 2008 Kentucky State Fair in Louisville. The fair will be held August 14-24 at the Kentucky State Fair and Exposition Center in Louisville.

KCDHH submitted the necessary forms and paperwork by the July 1 deadline and has reserved a 10 foot by 30 foot booth in the South Wing of the Exposition Center at "Main Street." Heuser will share the main space with the 20 foot by 30 foot booth it has purchased that connects to KCDHH. Heuser paid for the entire booth space as it has in the past and will invoice KCDHH for its part of the fee, as it will also do with Hamilton Relay and HLAA.

Unlike past years, with DeaFestival-Kentucky being held on August 30 and preparation for the event, the booth will be staffed with volunteers rather than KCDHH staff.

Commissioner Nina Coyer has agreed to work with the IPC who scheduled volunteers for the 2007 State Fair on scheduling for this year's event. The pair will meet in the late

July to work on a schedule block for the 2008 State Fair, including contact information for previous volunteers.

***Public Relations output – April 1 through June 30, 2008:***

The Office of Information Services continues to focus on public relation (PR) efforts, and outreach activities to increase awareness of KCDHH and the services offered by the agency. PR activities for the quarter are listed below:

<b>Date</b>	<b>Type of Communication</b>	<b>Topic of Public Relations Announcements and Outreach Activities</b>	<b># Items Distributed</b>
April 3	Eblitz	Announced RID's decision to postpone the deadline for AA degree requirements.	119
April 7	Presentation	The Internal Policy Analyst III provided a presentation to the UofL ITP class on services provided by KCDHH	15
April 8	Eblitz	Announced the search for the new KCDHH Executive Director.	3,062
April 8	Presentation	Information Program Coordinator Interpreter Referral Specialist worked at the Hands Alive! Event at the University of Louisville.	150
April 18	Eblitz	Sent Eblitz to e-newsletter recipients to discuss KDEM Earthquake program and to let individuals know that KCDHH is currently working with emergency management officials on the CEPIN (Community Emergency Preparedness Information Network) project to ensure deaf and hard of hearing Kentuckians are alerted, informed, protected and empowered prior to, during and after an emergency or a disaster.	3,062
May 9	Eblitz	Sent Eblitz to CapTel recipients to let them know of current problems related to the digital transition and how to get them resolved.	165
May 12	Press Release	Wrote and distributed a press release detailing the dangers of Noise Induced Hearing Loss and how to prevent it.	5,247
May 15	News Coverage	KCDHH Commissioner Susan Brown conducted an interview with news personality Dan Modlin about Noise Induced Hearing Loss and preventative steps. The interview appeared on WKYU and its sister stations that reach an estimated 65 percent of Kentucky households.	25,000 estimated listeners reached
May 16	Outreach	Information Office Supervisor attended a Senior Citizen Services Fair in Madisonville to distribute PR items and agency materials	150

May 22	Outreach	Information Program Coordinators conducted a one-day leadership seminar for students at the KSD and distributed agency materials	271
May 28	Outreach	Information Program Coordinator attended the convention of the Barren River Aging Network and distributed PR items and agency materials.	750
May 31– June 1	Outreach	Information Program Coordinator distributed agency materials at the annual Family Learning Vacation at KSD	700
June 9	Eblitz	Sent Eblitz of the June issue of the KCDHH Communicator to mailing list.	3,073
June 12	Presentation	Information Program Coordinator gave a presentation and distributed agency materials at the Summer Transition Enhancement Program at Eastern Kentucky University	63
June 19	Mass Mailing	Sent 378 hard copies of the June issue of the KCDHH <i>Communicator</i> to individuals not receiving the electronic version.	378
June 26	Mass Mailing	Sent DeaFestival-Kentucky postcards to remind consumers on the mailing list of the August 30 event in Louisville.	11,476

### ***KCDHH Web Counter Hits***

A total of 6,742 web hits were documented for this quarter, the second-highest total in the last five years, trailing only the previous quarter by 46 hits. The KCDHH Web site allows constituents to obtain information directly, resulting in a more efficient use of agency staff, time and resources.

<b>Month</b>	<b>KCDHH Home Page</b>	<b>Access Center Home Page</b>	<b>Infolink Home Page</b>	<b>Equiplink Home Page</b>	<b>DeaFestival Home Page</b>	<b>Publication Home Page</b>	<b>Bulletin</b>
April	2,455	358	570	232	996	482	437
May	2,193	281	420	190	1,197	483	258
June	2,094	220	423	172	1,775	673	223
<b>Total</b>	<b>6,742</b>	<b>859</b>	<b>1,413</b>	<b>594</b>	<b>3,968</b>	<b>1,638</b>	<b>918</b>

### ***Information and Referral Requests***

The Information and Referral office documented 839 requests during this quarter.

<b>Nature</b>	<b>Closed Requests</b>	<b>Incomplete Requests</b>	<b>Pending Requests</b>	<b>Incoming Contacts</b>	<b>Outgoing Contacts</b>	<b>Mass Distribution</b>
OAS: Administration	3	0	0	5	3	0
OAS: Legislation	0	0	0	0	0	0
OEA: Administration	0	0	0	0	0	0
OEA: AC: DAS	1	0	0	1	0	0
OEA: AC: Evaluations	52	1	0	113	73	0
OEA: AC: Outreach	0	0	0	0	0	168
OEA: AC: Request for Captioner	3	1	4	16	14	0
OEA: AC: Request for Interpreter	59	4	12	391	440	0
OEA: TTY: Applying for STE	216	13	176	375	773	0
OEA: TTY: Outreach	1	0	0	0	2	293
OEA: TTY: Repair	2	0	0	7	9	0
OEA: TTY: Request for Application	236	0	0	241	245	0
OEA: TTY: Status Check	1	0	0	1	1	0
OIS: DeaFestival	69	2	1	91	90	293
OIS: Library	13	0	0	17	13	278
OIS: Outreach	3	0	0	4	5	293
OIS: IRA: ASL & Linguistics	5	1	0	7	9	0
OIS: IRA: Deafness & Hearing Loss	6	0	0	7	7	0
OIS: IRA: Demographics & Statistics	5	0	0	5	7	0
OIS: IRA: Education	6	0	0	10	16	0
OIS: IRA: Employment	2	0	0	2	2	0
OIS: IRA: Families & Children	4	0	0	5	3	0
OIS: IRA: Human Services	49	2	0	49	66	0
OIS: IRA: Interpreting	52	0	0	74	58	0
OIS: IRA: Legal Rights of Deaf & HOH	16	1	1	23	38	0
OIS: IRA: Technology	25	2	0	31	42	0
OIS: PUB: Agency Brochure	1	0	0	2	1	293
OIS: PUB: Communicator	2	0	0	2	2	15
OIS: PUB: Publications and Directories	16	0	0	15	16	15
OIS: PUB: Visor Card	52	0	0	54	52	0

Nature	Closed Requests	Incomplete Requests	Pending Requests	Incoming Contacts	Outgoing Contacts	Mass Distribution
<b>TOTAL</b>	<b>900</b>	<b>27</b>	<b>194</b>	<b>1548</b>	<b>1987</b>	<b>1648</b>



**KCDHH Goal III: Initiate and advise the development of public policy and systems, change efforts in cooperation with the Governor, General Assembly, public and private entities and local, state and federal governments.**

### ***Hands and Voices***

KCDHH has assisted a group in establishing the Kentucky chapter of Hands and Voices which has officially submitted all signed articles to be legitimately incorporated and is waiting for approval. Through KCDHH's partnership with the Kentucky State Police (KSP), H&V was offered the opportunity to hold a weekend camp for deaf and hard of hearing children at Trooper Island located near Dale Hollow Lake the weekend of July 25. The camp involves traditional activities such as archery, sports, and crafts, while KSP and the Department of Fish and Wildlife incorporate unique learning activities. The Hands and Voices Strategic Plan Board meeting will be held at Trooper Island the same weekend.

KCDHH and the KSP plan to make this an annual event allowing any organization working with deaf and hard of hearing individuals to utilize Trooper Island for a week long camp.

### ***Telecommunications Equipment Distribution Program Association (TEDPA)***

The IPA continues to serve as Secretary for the Telecommunications Equipment Distribution Program Association (TEDPA) National board. In this role the IPA has formed partnerships with administrators of other state programs and has access to vendors providing services to state distribution programs. Meetings were held on March 9, April 15 and May 21 via teleconference with the President, Vice President, Treasurer and Chair of the Conference committee to plan activities, workshops and logistics for the upcoming conference and contract with keynote speakers, captioners and interpreters to facilitate the conference theme, *Many Paths... One Destination*. The IPA received out of state permission to attend the TEDPA conference in Lowell, Mass., near Boston, in September. Information critical to the addition of wireless devices to the KCDHH TAP is available during this conference. Our own Heather Harker, who was instrumental in establishing the TAP in Kentucky, will be a keynote speaker at this year's conference.

### ***Staff attended:***

On 4/5/2008, the IPC attended the quarterly Hands & Voices (H&V) Board meeting held in Danville. Following the announcement of Director Tony Barrett's resignation, Mike Bush and Anita Dowd were elected to serve as Co-Directors until a Director appointment can be made. The Board finalized paperwork to officially incorporate the chapter and there was discussion of designing a Web page for H&V.

On 4/16/2008, a diverse panel met at the KCDHH office to screen qualified candidates for the NIC written and performance test slots available through KCDHH sponsorship. The panel reviewed all applications received and awarded four individuals with free test slots for the performance test, four slots for the NIC Certified Deaf Interpreter (CDI) written test, one test slot for the CDI performance test and six other written test slots.

On 5/6/2008, IPC participated in a video / teleconference call to discuss disseminating a survey to all hospitals in Kentucky. The survey will collect information regarding policies and procedures for working with the Limited English Proficiency (LEE) population. The survey has been finalized and will be distributed shortly. Feedback will be reviewed to improve services for the deaf and hard of hearing population across the Commonwealth.

On 5/14/2008, the IPC attended a Mental Health and Mental Retardation Services Advisory Board meeting in Frankfort. Guest speaker, Steve Shannon, Executive Director of Kentucky Association of Regional Programs (KARP), gave a brief presentation regarding KARP services. Board members then discussed ideas for improving mental health services for deaf and hard of hearing individuals, which Mr. Shannon will relay to KARP Board.

On 5/23/2008, the IED attended graduation ceremonies at the Kentucky School for the Deaf in Danville.

On 5/27/2008, the IPA attended the Office for Vocational Rehabilitation (OVR) Interagency Coordinating Council (ICC) meeting in Frankfort. The OVR ICC representatives serve disabled individuals across the Commonwealth and reported current activities and future plans for serving disabled individuals in Kentucky.

On 6/5/2008, the IPA attended the AT&T Advisory Board meeting in Louisville. Representatives serve the telecommunication needs of disabled individuals across the Commonwealth. The IPA updated members on the Public Service Commission (PSC) petition. AT&T representative provided updates on current services and Federal Communication Commission (FCC) rulings that impact the telecommunications business. ConnectKY representatives reported on the expansion of broadband services

across the state and advised that Kentucky is 99% accessible and noted that they have been recognized at the National level as leader in providing broadband access, which other states will be use as a model. ConnectKY plans to address the cost factor for obtaining broadband services as its next goal, which should assist lower income individuals in obtaining access to high speed. The office of the Attorney General, Migrant organizations, UK Extension Services, Office for the Blind and Legal Aid Services also reported on current activities. AT&T produces the Directory Call Guide, which lists available Captioners and Interpreters within the state that are available to deaf and hard of hearing individuals. KCDHH provides input to the directory and recently updated the listings that will be published in the fall directories.

On 6/10/2008, the IPC attended the Project SAFE meeting in Frankfort and provided input on behalf of the deaf and hard of hearing community. Project SAFE focuses on prevention of domestic violence within disability groups and requested staff from KCDHH attend and be involved in future meetings to ensure accessibility for all consumers.

On 6/10/2008, the IED and the IPA attended the Hearing Loss Association of America (HLAA) Kentucky Chapter meeting. Representatives from various wireless telecommunication providers gave presentations on the accessibility of cellular telephones and wireless devices provided by their companies, including hearing aid compatibility ratings. After the presentations the IED networked with company representatives and the IPA addressed questions from consumers regarding the availability of equipment from the Telecommunications Access Program (TAP) and eligibility of applicants.

On 6/12/2008, the IPC attended the Kentucky Arts Council (KAC) Disability Diversity Committee meeting. The committee discussed the strategic plan for the upcoming five years, including accessibility issues for individuals with disabilities to museums, festivals, and various events sponsored by the KAC. The IPC advised that resolving communication barriers by providing interpreters and better use of communication technology would be beneficial. Resources for the KAC to use when facilitating events was provided along with information on the needs of the deaf and hard of hearing regarding accessibility to arts events.

On 6/18/2008, the IPC attended the Digital and Closed Captioning meeting at the Center for Accessible Living in Louisville to address the federally mandated digital conversion of all television sets. The committee reviewed a draft brochure containing guidelines to resolving closed captioning issues, complaint procedures, Federal Communications Commission resources, government digital converter coupons, and an explanation of the transition process.



**KCDHH Goal IV: Empower constituents by providing leadership, training, advocacy, educational and awareness programs and services.**

***Summit 2008***

Commissioner Collins attended the “4<sup>th</sup> Annual State Leaders Summit: Systems Change to Improve Education for Students who are Deaf or Hard of Hearing” in Great Falls, Montana, on May 1-2. Commissioner Collins joined two Kentucky team members, Wilton McMillan and Barb Kibler, from the Kentucky Board of Education. All three participants noted the conference was extremely insightful and beneficial. The team concluded that it would involve families in the child’s intervention and education process as soon as possible. All three team members are enthusiastic about establishing initiatives within the Commonwealth and continuing to collaborate on how to best implement these new learning tools to benefit deaf and hard of hearing children throughout Kentucky.

***Kentucky School for the Deaf Leadership Training***

Upon request, both of KCDHH’s Information Program Coordinators attended the Leadership Training at the Kentucky School for the Deaf on May 22 as co-presenters. Fifty-three (53) students attended the event. Topics covered in the presentation included the importance of being an effective leader with a diplomatic attitude and being knowledgeable about individual civil rights. The students participated in three leadership-focused activities, and KCDHH provided handouts and resources about the Department of Protection and Advocacy (P&A), the Americans with Disabilities Act (ADA) and other service agencies who facilitate civil rights.

***National Association of the Deaf Youth Leadership***

After being contacted by several individuals, KCDHH is forging partnerships with the Kentucky School for the Deaf and the Kentucky Association of the Deaf by sponsoring deaf youth to attend various leadership training conferences and camps. Two students were sent to the National Association of the Deaf (NAD) leadership training held in Austin, Texas, and the 2008 NAD Youth Leadership Conference. The Leadership training was the first annual training conference specifically geared to young up-and-coming deaf leaders. Conference objectives were: managing transition from traditional to inclusive leadership; mobilizing diverse communities through collaboration on core advocacy issues; understanding trends and challenges in leading nonprofit organizations; and linking local and state advocacy efforts to national issues of relevance. Both students benefited tremendously from this experience and came away with innovative ideas and new leadership techniques

These sponsorships follow the “*Pay It Forward*” initiative implemented by KCDHH in order to develop three vital qualities any effective leader should possess: obligation, responsibility and purpose. This is a collaborative effort investing time and energy in developing future deaf and hard of hearing leaders for upcoming generations to reap the benefits. The sponsored individuals will be called upon for future leadership training opportunities and have provided reports to the KCDHH regarding the tools acquired during the training sessions.



**KCDHH Goal V: Improve support of people in our organization to create a work environment that fosters productivity and innovation.**

### ***March of Dimes***

The March of Dimes campaign, renamed March for Babies, ran from March 14-April 18. The campaign began with a kickoff luncheon at the Governor’s Mansion. The fundraising goal for KCDHH was set at \$500. The Administrative Assistant spearheaded this campaign by coordinating events such as candy, desert and bagels sales, blue jean days, a staff lunch, NCAA Men’s Basketball Tournament bracket contest, and silent auctions. KCDHH raised \$425. The Administrative Assistant and the Information Program Coordinator that assisted with fundraising events attended an awards luncheon held at the Capitol Plaza Hotel in Frankfort, where the Cabinets that raised the most funds were recognized. Overall the March for Babies surpassed its goal by raising \$10,000 statewide.

### ***KCDHH Monthly Staff Meetings***

Beginning in June, the Interim Executive Director began holding weekly staff meetings to discuss agency activities, upcoming events and projects, issues of concern from staff and DeaFestival updates from staff working on a variety of projects to produce the event. Weekly meetings enabled staff to progress collectively with DeaFestival tasks and other agency projects and give staff the opportunity to interact as a team.

### ***A Complaint Free World***

*“If you don’t like something, change it.  
If you cannot change it, change your attitude.  
Don’t complain.”  
-- Maya Angelou*

The IED provided an in-service for the KCDHH staff entitled “Complaint Free World.” Staff members were asked to challenge themselves and personally look at the way they approach projects and how the agency serves the deaf and hard of hearing. The Complaint Free World is a purple bracelet worn on the wrist. It takes 21 consecutive days to break a habit so one must wear the bracelet without switching for 21 days to develop a good habit. The rules are as follows:

- Begin to wear the bracelet on either wrist
- When you catch yourself complaining, gossiping, or criticizing, move the bracelet to the other wrist and begin again.
- If you hear someone else who is wearing a purple bracelet complain, it’s ok to point out their need to switch the bracelet to the other arm; BUT if you’re going to do this, you must move your bracelet first! Because you’re complaining about their complaining.
- Stay with it. It may take many months to reach 21 consecutive days the average is 4 to 8 months.

### ***Woman’s Leadership Conference***

The IPA and Interpreter Referral Specialist attended a workshop in Louisville entitled the “Woman’s Leadership Conference” on April 8. Staff attended workshops on separate tracks that included excellent resources for developing leadership potential, improving self-esteem, dealing with change, delegating, training co-workers as leaders and methods to increase productivity both individually and as a team leaders.

### ***Interpreting Workshops***

The IED, IPA and Interpreter I attend the 2008 Kentucky Registry of Interpreters for the Deaf (KyRID) Conference in Elizabethtown on May 2-3. Staff participated in workshops discussing politeness strategies in American Sign Language, how to interpreter music, educational interpreting issues and ethical interpreting practices training. Elections were held for KyRID officers for the upcoming year.

KCDHH provided an in-house workshop opportunity on June 16, with several KCDHH staff and several interpreters from the surrounding area in attendance. The workshop focused on the roles of the interpreter and ethical practice techniques use in a variety of interpreting situations.

### ***Kentucky Public Information Officers Seminar***

The Information Office Supervisor attended an all-day training seminar in Lexington for

Kentucky Public Information Officers sponsored by the Kentucky Association of Government Communicators on May 9. Among the topics discussed were: securing government computer networks and the ramifications of security breaches with computer infrastructure at other businesses and organizations, crisis communications to effectively deal with print and electronic media and prevent a bad situation from becoming worse and cost-effective website management which includes utilizing the services available through employees of Kentucky.gov.

### ***Postsecondary Education Programs Network (PEPNet) Webcast***

The IPC and IPA participated in the PEPNet webnair training, facilitated by the University of Tennessee, on June 26. The two and one-half hour training focused on college campus emergency preparedness for deaf and hard of hearing individuals. The discussion, led by professionals involved in emergency preparedness throughout the nation, included emergency protocol and establishing effective emergency planning and notification systems for deaf and hard of hearing individuals. Participants were allowed to submit questions that were answered by the professionals on the panel and a summary of the answers provided was provided on the PEPNet website.

### ***Kentucky Employee Charitable Campaign***

The Kentucky Employees Charitable Campaign (KECC) held training on June 26 and the KCDHH Administrative Assistant attended as the agency representative. Charities involved each gave a presentation on how their organization helps individuals throughout Kentucky. Adam Edelen, Executive Director for KY Office of Homeland Security (KOHS), and former chairman of KECC, along with his twin sons were introduced as the poster family for the campaign. Instructions were provided regarding protocol for fundraising by state agencies and several individuals testified to the benefits of KECC. Cabinet teams were selected and goals for the campaign were discussed.

### ***Birthday Celebrations***

Staff celebrated the birthdays of Elden May, Information Office Supervisor, and Cole Zulauf, Document Processing Specialist III, during this quarter.

### ***Earth Day***

In observance of Earth Day on April 22, KCDHH staff cleaned the grounds surrounding the office building. This included raking leaves, picking up trash, clearing the parking lot, and filling in a hole with loose gravel to make driving in the rear lot easier. KCDHH also focused their efforts on the inside of the building by reorganizing files and storage space more effectively and developed practices to conserve energy within the building.